

Volvo On Call

OWNERS MANUAL

Web Edition



Volvo. for life

DEAR VOLVO OWNER

Thank you for choosing Volvo On Call.

This document describes the functionality of the system, Volvo On Call.

Best regards

Volvo Car Corporation

The specifications, design features and illustrations in this owner's manual are not binding. We reserve the right to make modifications without prior notice.



01

VOLVO ON CALL



Introduction

General

The Volvo On Call system (from now on referred to as VOC) is linked to the car's built-in phone, SRS and alarm systems. See the vehicle's owner's manual for information about these systems. The map of Europe on page 14 shows the countries where the system is available. Contact your Volvo dealer (see page 8) for the latest information because the map is subject to change. VOC is a supplemental service that consists of safety, security and comfort services whose offering is market dependent. Contact your Volvo dealer for information about which of these services are available in your country.

Availability

Once the remote key has been removed from the car the VOC system functions are available continuously for 3 days and then once per hour during the next 11 days.

WARNING

The system only works in areas where VOC's partners have GSM coverage and in the markets where the Volvo On Call service is available.

WARNING

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

Transfer of ownership of a car with Volvo On Call

It is very important with a transfer of ownership that the VOC services are cancelled so that the former owner cannot continue to perform VOC services in the car. Contact your Volvo dealer. Also see "Replacing the security code" in this manual."

Safety Services

- **Automatic alarm** - In the event of an accident where the airbag or inflatable curtain is activated a signal is sent automatically to VOC Customer Service.
- **Manual alarm** - You can contact the VOC Customer Service to request help in emergencies.
- **Access to roadside assistance services**

For information on Safety Services, see page 6.

Security Services

- **Theft Notification** - Automatic signal to VOC Customer Service in the event of a burglary or theft (if the car's alarm system is activated).
- **Stolen Vehicle Tracking** - Helps track the car in the event of theft.
- **Remote Door Unlock** - Remote unlocking of the car if the keys have gone missing or have been locked in the car.
- **Remote Vehicle Immobiliser** - Monitoring and deactivation of the stolen car.

For information on Security Services, see page 9.

Comfort Services

- **Remote Heater Start** - Cars equipped with fuel-powered engine and passenger compartment heaters in combination with VOC offer the same setting options for the heater as inside the car using a mobile phone. RHS makes it possible to adjust timer settings by sending the desired setting by using a mobile phone.

For information on RHS, see page 10.

Mobile Applications, Volvo on Call

Volvo Car offers several services which simplify the handling of the car. For more information about mobile applications, see www.volvo-cars.com > Select country > Sales & Services > Volvo On Call.

Overview Safety Services

The VOC system uses GPS (Global Positioning System) to locate the car and the car's built-in phone to contact VOC Customer Service.

When you press the **ON CALL**- or **SOS** button a signal is sent to VOC Customer Service about the car's position and the service you requested.

NOTE

The **SOS** button must only be used in the event of accidents, illness or if there is an external threat to the car and its passengers.

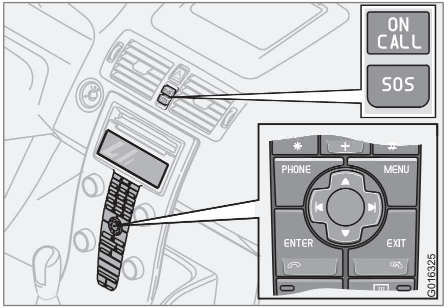
The **SOS** function is only designed for emergency situations. Improper use may lead to extra debiting. The **ON CALL** button can be used for all other services, including roadside assistance.

To disable the **ON CALL** and **SOS** buttons when the key is not inserted, see the menu option **Key lock** on page 12.

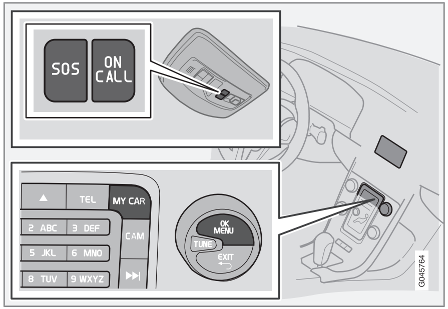
The system is not available if the menu option **Radio transmission** is set to **OFF** [1].

Overview buttons

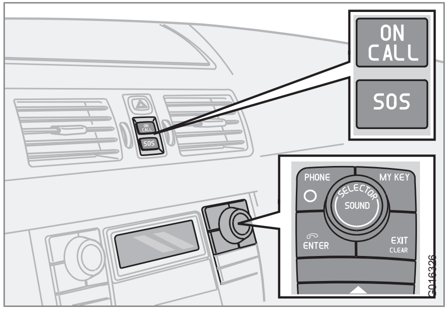
VOC buttons and display



C30, S40, V50 and C70.



S60/V60, S80, V70/XC70 and XC60.



XC90

1 Applies to specific markets.

Safety Services

Automatic alarm

If the seat belt pre-tensioners, airbags or inflatable curtain (see the car's owner's manual) deploy the following occurs:

1. A message is sent automatically from the car to the VOC Customer Service with information about the car's position and that the SRS system has been deployed.
2. The VOC Customer Service then establishes voice contact with the car's driver and attempts to find out the extent of the crash and the need of help.
3. The VOC Customer Service then contacts the necessary assistance (police, ambulance, towing, etc.).

Manual alarm

1. Push the **SOS** button for at least 2 seconds to summon help in case of illness, external threats to the car or passengers, etc.
2. VOC Customer Service is notified of the need for help and information about the car's position.
3. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

Roadside Assistance

1. Press the **ON CALL** button for at least 2 seconds to summon help in the event of a puncture, fuel shortage, discharged battery, etc.
2. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

Emergency Number

When the emergency service is enabled, the VOC system establishes contact with the VOC Customer Service in the country where the car is located.

If this is not possible, the call is forwarded to the emergency number 112 instead.

Cancelling a call

A started service can be cancelled within 10 seconds by pressing the **EXIT** button (see images on page 5).

Information messages on the display

On Call Deactivated - The VOC subscription is not activated or is no longer valid! The services will not work. Contact your Volvo dealer or VOC Customer Service, see page 8.

On Call Service required - The VOC system is not working. Visit your Volvo dealer for help.

On Call subscr. Will soon expire - The VOC subscription will soon expire. Contact your Volvo dealer.

Volvo On Call in standby - The phone[1] can be turned on temporarily.

1. Press **PHONE** (see images on page 5).
2. The phone can then be used for calls, but will automatically revert to standby after a short while.

NOTE

VOC Customer Service cannot contact your car while a call is being made with the built-in telephone.

[1] Some vehicles do not feature Volvo On Call together with Phone.

Safety Services

When a call with VOC Customer Service is ended and the service is finished, the VOC system will automatically go back to phone mode on the phone and the service starts.

To contact VOC Customer Service from a different phone than the car's built-in phone, see page 8.

NOTE

When you are abroad and wish to make contact with VOC Customer Service you can call the phone number to Volvo On Call in your own country, see the table below.

NOTE

All calls with VOC Customer Service will be recorded.

Phone Number

Telephone number to VOC Customer Service

Country	Calling in home country	Calling abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark (Customer centre is in Sweden.)	+46 20 55 55 66	+46 31 51 83 35
United Kingdom	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
France	0810 800 454	+33 1 49 93 72 79
The Netherlands	020 851 2278	+31 20 851 2278
Belgium	02 773 62 22	+32 2 773 62 22
Luxembourg (Customer centre is in Belgium.)	+32 2 773 62 22	+32 2 773 62 22
Portugal (Customer centre is in France.)	+33 810 800 454	+33 1 49 93 72 79
Germany	089 20 80 1 87 47	+49 89 20 80 1 87 47
Spain	091 325 5509	+34 91 325 5509
Switzerland	044 283 35 70	+41 44 283 35 70
Russia	+74 9 57 80 50 08	+74 9 57 80 50 08
Austria	+43 1 525 03 6244	+43 1 525 03 6244

General

Volvo's security services aim to minimise the risk of the owner losing his car. If the car is stolen, it can also be tracked and possibly deactivated.

In addition to the safety and security services, an enhanced security system is offered on some markets as an option.

VOC's back-up battery kicks in if the car power fails.

Theft Notification

Theft Notification is a system that is activated in the event of burglary or theft.

If the car alarm system is activated, VOC Customer Service will be notified automatically after a specified time. If the alarm is turned off using the remote control key the service will be cancelled.

Stolen Vehicle Tracking

Stolen Vehicle Tracking is a system that helps to track the car in the event of theft. If the vehicle has been stolen, VOC Customer Service can track the vehicle to facilitate its return.

> **NOTE**
>
> This also applies if the car has been stolen using the associated remote control key.

Remote Door Unlock

1. If your car's remote key has been lost or is locked in the car, the VOC Customer Service can be contacted.
2. VOC Customer Service sends a signal to the car and after agreement with the car owner or other authorised person, the car is unlocked.
3. The boot lid/tailgate must be opened to unlock the doors[1]. Press twice on the touch button[2] or pull the handle[3].

When the doors are opened, the car's alarm system will trigger. Turn off the alarm by pressing the unlock button on the remote key or insert the remote key in the ignition switch.

> **NOTE**
>
> If the tailgate is not opened within a time predetermined by VOC the tailgate/boot lid will be locked again.

> **NOTE**
>
> If, for example, the car is in a parking garage, the remote unlocking function may possibly be disrupted due to poor telephone reception.

Remote Vehicle Immobiliser

If the car is stolen the owner or authorities contact VOC Customer Service.

> **NOTE**
>
> This also applies if the car has been stolen using the associated remote control key.

After having been in contact with authorities VOC Customer Service then deactivate the remote keys to prevent the car from being started. A deactivated car can only be started again by contacting VOC Customer Service and after requisite verification has been approved. VOC Customer Service can then activate the car.

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1 Does not apply to XC90 where all doors and the tailgate are opened.
2 Applies to V50, V60, V70 and XC60.
3 Applies to C30, C70, S40 and S60.

Comfort Services

Remote Heater Start

To control the heater in the car with your mobile phone means effortless operation of the heater, increasing the comfort experience at a cost of an SMS.

The heater function has two times, called **T1** and **T2**. These show when the car has reached the set temperature. In order for only the authorised user to control the heater, the SMS message must include the car's registration number, followed by the[1] VOC system's PIN code[2].

> **NOTE**
>
> Each subcommand is followed by a **#** character. The message should be written as a string without spaces and finished with a **#** character, e.g. **# PIN-kod # 1 #**

Telephone number

The message should be sent to the following number: +46 70 903 20 40. On some mobile phones, it is possible to create a message template to make it a simpler and faster procedure.

> **NOTE**
>
> Be careful where the car is parked when RHS is used as the heater emits exhaust fumes, see additional information in the car's owner's manual.

Direct Commands

To start the heater directly:

1. Enter the car's registration number followed by **#** PIN code **# 1 #**
2. Send the message.

If the heater is running and is to be switched off immediately:

1. Enter the car's registration number followed by **#** PIN code **# 0 #**
2. Send the message.

Time command

If a new time is to be added, end the message with the desired time, e.g. 1730[3].

Change and activate **T1**:

1. Enter the car's registration number followed by **#** PIN code **# 11 #** Time **#**
2. Send the message.

Change and activate **T2**:

1. Enter the car's registration number followed by **#** PIN code **# 12 #** Time **#**
2. Send the message.

If a previously entered time should be activated:

Activate **T1**:

1. Enter the car's registration number followed by **#** PIN code **# 11 #**
2. Send the message.

Activate **T2**:

1. Enter the car's registration number followed by **#** PIN code **# 12 #**
2. Send the message.

The set time must be deactivated to cancel a previously scheduled heater start.

To deactivate **T1**:

1. Enter the car's registration number followed by **#** PIN code **# 01 #**
2. Send the message.

To deactivate **T2**:

1. Enter the car's registration number followed by **#** PIN code **# 02 #**
2. Send the message.

1 The registration number can contain both uppercase and lowercase letters.
2 The PIN code is the code that the car owner previously sent to VOC Customer Service by pressing the OnCall button.
3 The time is always rounded to the nearest 5-minute interval.

If the heater does not start

There are situations when the heater can not start. An SMS is then sent with the text "The heater could not start!" to the cell number that has tried to initiate the service.

Mobile application for Remote Heater Start

Volvo Cars offers an application for Remote Heater Start, amongst other things, and many other services that simplify the handling of your car. For more information, see www.volvocars.com > Select country > Sales & Services > Volvo On Call.

Menu Structure

Menu structure of the VOC

The VOC functions below are available via **MENU** button (**MY CAR**[1]) and are displayed on the screen.

They can also be accessed via the built-in phone's menu system. See the section covering the phone in the car's owner's manual for more information about the menus.

NOTE

Menu numbering may differ depending on whether Radio, CD, AUX or Telephone is activated.

Menu tree
Volvo On Call

- SOS
- On Call
- Activate radio transmission[1]
- Deactivate radio transmission[1]
- Radio trans.[2]
- Radio transm. activated[1]
- Code f r-trans.[2]
- Key lock
- Key lock[2]
- Change security code[1]
- Activate On Call subscription[1]
- Deactivate subscription[1]
- Deactivate subscription[2]

Menu Option

- **SOS** - Pressing **ENTER** (**OK/MENU**[1]) once on the control panel (confirm by pressing once more) is the same as pressing the **SOS** button for 2 seconds: the manual alarm service is activated. This menu option acts as a backup function for the **SOS** button.
- **On Call** - Pressing **ENTER** (**OK/MENU**[1]) once on the control panel (confirm by pressing once more) is the same as pressing the **ON CALL** button for 2 seconds: the roadside assistance service is activated. This menu option acts as a backup function for the **ON CALL** button.
- **Activate radio transmission**/**Deactivate radio transmission**

NOTE

In XC90 this menu option is called Radio trans.

The VOC system is an automatic reception function, which means that the system will automatically check the availability of VOC service network. To turn off both the built-in phone and the automatic reception function, proceed as follows:

1. When Radio transmission is shown on the display, press **ENTER** (**OK/MENU**[1]) on the control panel.
2. If the radio transmission code is disabled: Then press **ENTER** (**OK/MENU**[1]) again to confirm. - The automatic reception function restarts automatically the next time the car is started.

If the radio transmission code is enabled: Enter the correct radio transmission code (the preset code is 1234) and then press **ENTER** (**OK/MENU**[1]).

– The automatic reception function restarts automatically the next time the car is started.

- **Change radio transmission code**

1 Only applies to S/V60 on some markets.
2 Only applies to XC90 in certain markets.

> **NOTE**
>
> In XC90 this menu option is called Code fr trans.

To deactivate the radio transmission code:

1. When **Change radio transmission code** is shown on the display, press **ENTER** (**OK/MENU**[1]) on the control panel.

– Radio transmission can be disabled without a code.

To activate the radio transmission code:

1. When **Change radio transmission code** is shown on the display, press **ENTER** (**OK/MENU**[1]) on the control panel.
2. Enter the four character code (the preset code is 1234) and then press **ENTER** (**OK/MENU**[1]).
3. Enter the code and then press **ENTER** (**OK/MENU**[1]).

– The radio transmission can only be disabled with the correct code.

- **Key lock** - You can decide when the **SOS** and **ON CALL** buttons are to be enabled. This function means the buttons are only enabled if the remote key is set to **I**, **II** or if the engine is running.
- **Activate Subscription** - Used to start a subscription.

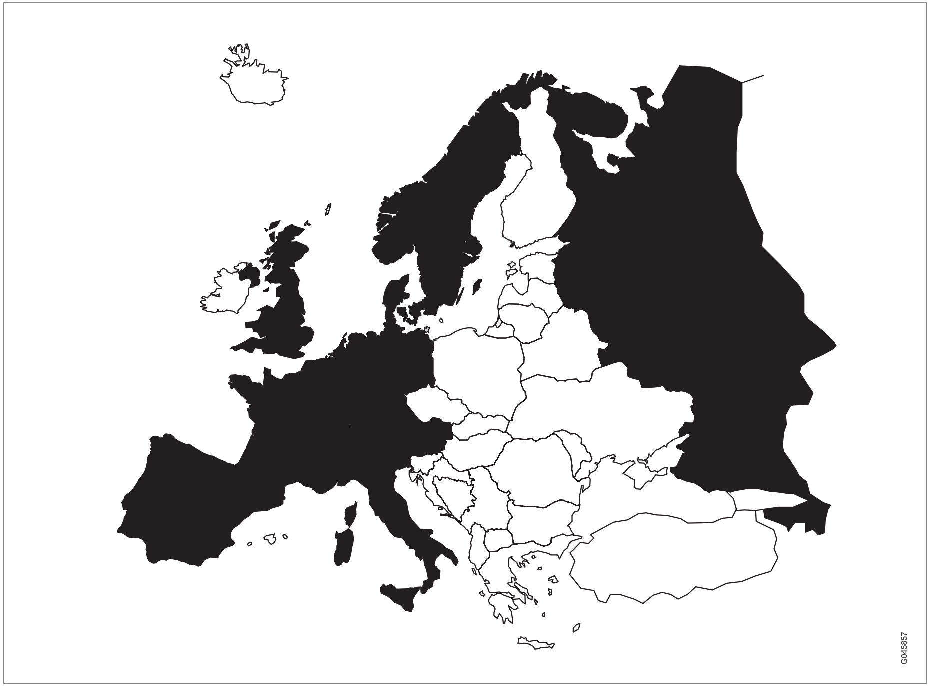
> **NOTE**
>
> In XC90 this menu option is called **Cancel subscr.**

- **Deactivate subscription** - Used to stop a subscription.

[1] Only applies to S/V60 on some markets.

Availability

Volvo On Call's availability



This map shows the countries and areas where Volvo On Call is available. The service is being expanded continuously, and the system will be offered in a large number of countries. Contact your Volvo dealer for the latest information. Black highlighted countries/regions denote that Volvo On Call is available.

Personal information management

Your Volvo importer, see the table below, and Volvo Car Corporation are responsible for the personal details processed in connection with the VOC service. All processing is performed in accordance with good practice and current legislation concerning the processing of personal information.

Country	Importer
Belgium	Volvo Cars NV
Brazil	Volvo Cars Brazil Importaçao e Comercio de Veiculos Ltda
UK	Volvo Car UK Ltd
France	Volvo Automobiles France SAS
The Netherlands	Volvo Cars Nederland B.V.
Italy	Volvo Auto Italia S.p.A.
Norway	Volvo Personbiler Norge AS
Portugal	Volvo Car Portugal S.A.
Russia	Limited Liability Company Volvo Cars
Spain	Volvo Car España S.L.
Sweden	Volvo Personbilar Sverige AB
Germany	Volvo Car Germany GmbH

Why collect personal information?

Personal information is used by Volvo and its partners both within and outside of the EU/EES to provide and develop the VOC service.

What personal information is collected?

The personal information collected primarily belongs to the following three categories.

- Personal information that the customer provides in connection with the activation of the VOC service and during other contact with Volvo this includes name, address, telephone number, type of service and the duration of the service.
- When an specific event covered by the service occurs information is automatically sent from the vehicle. Such a message contains the vehicle ID (VIN), time when the service is used, type of service, if airbags have been triggered, if the belt tensioners have been triggered, current amount of fuel, current temperature inside and outside the vehicle, whether the doors and windows are locked or open and the vehicle's last six positions with speed and direction.
- Other information that can be linked to the customer are telephone calls with people in the vehicle, the customer centre that provided the service and notes made by the customer service operator.

Who will be able to see my personal details?

Volvo uses sub-contractors to provide the service. These sub-contractors work on behalf of Volvo and may only process personal details to the extent necessary to provide the service. All sub-contractors are bound by agreements requiring them to observe secrecy and to treat personal details in accordance with applicable law.

Personal information

Removal procedures

The personal details required to provide the VOC service are stored during the agreement period and thereafter for as long as necessary in order for Volvo to fulfil its obligations under law and other regulations. Information generated during events covered by the VOC service is pared down three months after the event occurred.

Correction and register extracts

Private persons have the right to request correction of incorrect data and to obtain an extract which shows the personal information collected. Contact Volvo's customer service to correct personal information. Register extract requests must be made in writing and be personally signed by the applicant and include name, address and customer number. The request should be sent to Volvo Car Corporation, Personal Information Representative, Dept. 50090, HB3S, 405 31 Gothenburg, Sweden.

Consent to collect personal information

By activating your subscription in accordance with the instructions in this document, the user agrees to the collection of personal information provided in connection with the VOC service.

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